Bangalore Electricity Supply Company Limited

(Wholly owned by Government of Karnataka Undertaking)

No: BESCOM/BC-48/GM(CR)/2025-26/2307
Encl:

Office of the
General Manager (CR)
BESCOM, Corporate Office,
Bangalore 560 001
Date: 12 SEP 2025

Pre-Bid clarifications for "**Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of Complaints in BESCOM, MESCOM, HESCOM and GESCOM for a period of five years"** in respect of Tender Enquiry No: BESCOM/2025-26/SE0286.

Sl. No	Tender Condition/Qualifying Requirement	Queries Raised/Clarification Sought by the Bidders	Clarification issued by BESCOM
1	**As mentioned in the IB 18.0 Page no.17** **Technical Requirements:** Bidders who meet the above specified minimum qualifying criteria, will only be qualified, if their available tender capacity is more than the total tender value. The available tender capacity will be calculated as under: Assessed available tender capacity = (A*N*1.5 - B) Where, A = Maximum value of works executed in any one year during the last five years ((updated to FY 2025-26 price level) taking into account the completed as well as works in progress. N = Number of years prescribed for completion of the works for which tenders are invited. B = Value, at FY-2025-26 price level, of existing commitments and on-going works to be completed during the next 5 Years (period of completion of the works for which Tenders are invited) * The Bidder shall upload statements showing the value of existing commitments and on-going works as well as the stipulated period of completion remaining for each of the works listed should be countersigned by the Employer in charge, not below the rank of an Executive Engineer or equivalent and the details shall be filled in the format enclosed as Sch-3 (9 of 9) of Techno-Commercial sheet	Kindly Provide the Techno- Commercial sheet to fill the necessary details as per tender clause.	Techno-Commercial sheets is uploaded as addendum to the tender enquiry in the KPP portal. The Bidders are requested to download the techno-commercial sheets and same shall be filled and uploaded. The statements showing the value of existing commitments and on-going works is provided in the sheet Sch -3 (5 of 5) of Techno-commercial sheets

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2	**As mentioned in the SW 9.0 Licenses Page no.51:** All the license required for the project is the responsibility of the successful Bidder.	Kindly Provide the details how many License's need to supply by successful Bidder?	As stipulated in tender clause no. SW 1.2, it is the Bidders responsibility to develop and deploy the CGRF process software, necessary hardware of sufficient capacity etc., for successful implementation and maintenance of CGRF Software. Hence the licenses are to be procured by the successful Bidder wherever required.
3	**As mentioned in the SW 10.0 Training Page no.51**: The Service Provider shall give necessary training to Utility staff before implementation and also subsequently as per the requirement of BESCOM / ESCOMs or as and when a new functionality or changes to the existing functionalities are implemented. The successful Bidder shall provide user operating manuals / video walk though for easy of operating the CGRF process software.	Kindly clarify whether the successful Bidder is required to provide training to the Utility staff of each Utility separately, or a single training session for all ESCOMs of Karnataka collectively?	Clause SW 10 prevails. However, as and when the training is required by the utility, the successful Bidder shall impart the training to each utility separately.
4	**As mentioned in the GTC 4 Performance Bank Guarantee (PBG) Page no.56:** As a Contract Performance Security, the successful Bidder, to whom the work is awarded, shall be required to furnish a Performance Guarantee @ 5% of the Annual Contract Value in favour of BESCOM.	Kindly consider, as a Contract Performance Security, the successful Bidder, to whom the work is awarded, shall be required to furnish a Performance Guarantee @ **3%** of the Annual Contract Value in favour of BESCOM.	Tender condition prevails
5	**As mentioned in the ANNEXURE – VI Support Resource (O&M) Page no.72** Support Resource (O&M) Application support Resource Support resource for each ESCOM for 60 Months –4 Infra support Resource - 1	Kindly clarify whether the successful Bidder is required to provide one Application Support Resource for each Utility, and additionally one Infrastructure Support Resource for all ESCOMS of Karnataka.	Tender condition prevails
6	**ANNEXURE – VI Support Resource (O&M) Page no.72** General Query	Kindly clarify whether the deployed resources are required to be positioned onsite at each Utility or can be managed offsite?	Tender condition prevails
7	**General Query**	Kindly provide liquid assets certificate format	Techno-Commercial sheet is uploaded as addendum to this tender enquiry in the KPP portal. The Bidders are requested to

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			download the techno-commercial sheets and same shall be filled and uploaded. The liquid Asset format is provided in the sheet Sch -3 (4 of 5) of Techno-commercial sheets.
8	**As mentioned in the IB 18.0 I Technical Requirements:** The Bidder must have been assessed and possess a valid SEI/CMMI Institute certified CMMI level 5 or above. Bidder should own this certificate as on the date of tender notification.	Please modify the clause as - The Bidder must have been assessed and possess a valid SEI/CMMI Institute certified CMMI level 3 or above. Bidder should own this certificate as on the date of tender notification	Tender condition prevails
9	**As mentioned in the IB 18.0 I Technical Requirements** The Bidder should have experience of implementing "Web based Total Revenue Management Software Solution"; through its own software or through COTS (SAP/Oracle, etc.) software in at least one Govt. undertaking DISCOM/ESCOMs during last five years, but experience is must for a continuous period of Twelve months and project is operational as on the date of the bid submission.	Please modify the clause as - The Bidder should have experience of implementing "Web based Total Revenue Management Software Solution/ERP containing Revenue management module"; through its own software or through COTS (SAP/Oracle, etc.) software in at least one Govt. undertaking DISCOM/ESCOMs or Central/State Government or PSU or Municipal agencies in India during last five years, but experience is must for a continuous period of Twelve months and project is operational as on the date of the bid submission.	Tender condition prevails
10	**As mentioned in the IB18.0 Pre-Qualifying Requirements I Technical Requirements: Financial Requirements:** Bidders who meet the above specified minimum qualifying criteria, will only be qualified, if their available tender capacity is more than the total tender value. The available tender capacity will be calculated as under:	We Kindly request to Delete this clause. This will enable more Bidders to participate or allows to give a self-Certificate as any DISCOM/ESCOMs would not be given in writing.	Tender condition prevails. However, statements showing the value of existing commitments and on-going works as well as the stipulated period of completion remaining for each of the works listed countersigned by Chartered Accountant will also be accepted.

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	Assessed available tender capacity = (A*N*1.5 - B) Where, A = Maximum value of works executed in any one year during the last five years ((updated to FY 2025-26 price level) taking into account the completed as well as works in progress. N = Number of years prescribed for completion of the works for which tenders are invited. B = Value, at FY-2025-26 price level, of existing commitments and on-going works to be completed during the next 5 Years (period of completion of the works for which Tenders are invited)* Documents to be uploaded The Bidder shall upload statements showing the value of existing commitments and on-going works as well as the stipulated period of completion remaining for each of the works listed should be countersigned by the Employer in charge, not below the rank of an Executive Engineer or equivalent and the details shall be filled in the format enclosed as Sch-3 (9 of 9) of Techno-Commercial sheet		
11	**As mentioned in the Annexure VI SMS Gateway for 50,000 SMS per Month or more as per the project requirement** Item Requirement in BOQ SMS-50,000 SMS per month or more as per the project requirement	We request a clarification on the pricing for SMS usage that exceeds the 50,000 per month as stated in the BOQ. Please provide the exact count you will consider, or confirm if the price should be based on a monthly minimum of 50,000.	It is the responsibility of the Bidder to ascertain and quote for providing the SMS services for the entire contract period.
12	**As mentioned in the Annexure VI Servers and Other Devices** Servers and Other Devices BOQ	We have reviewed the Hardware Requirements as per the BOQ. We understand that all applications are to be hosted in a MEITY Empanelled Cloud Data Center and a Disaster	The details given in Annexure VI for Design, Development and implementation of web based online portal and Mobile application software in connection with "Digitalisation of Consumer Grievence Redressal Forum"

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		Recovery site. Given this, it seems that the physical servers and devices mentioned in the BOQ are not required. We kindly request that you review and consider deleting the 'Servers and Other Devices' line item	process is only an indicative / approximate requirement. However as per Clause SW 6.1 of Tender document. The required servers shall be hosted in a MEITY empanelled secured cloud Data Centre (DC) and cloud Disaster Recovery Centre (DRC) at two different seismic zones. The Bidders are requested to study the complete document and quote for the stipulated scope of work.
13	**As mentioned in the Annexure VI Support Resource (O&M)** Application support Resource Support resource for each ESCOM for 60 Months Infra support Resource Support resource for 60 Months	Please clarify if the required resources for Application Support and Infrastructure Support are to be on-site or off-site	Tender condition prevails.
14	**As mentioned in the IB 18.0 Sl No 5** Web based Total Revenue Management Software Solution software in at least One Govt undertaking DISCOM / ESCOM dur.ng last five years.	Web based Total Revenue Management Software Solution software in at least One Govt undertaking companies during last five years.	Tender condition prevails.
15	**As mentioned in the technical specification SW 3.0 g. Pilot Operations** Point D. The piloting shall be completed within the period of Two Months from the date of sharing integration process by IT implementation agency of RAPDRP / IPDS	The piloting shall be limited to Test Environment which would be shared by the IT implementation agency of RAPDRP / IPDS. And the implementation agency should provide minimum 3- 5 days of concerned person availability during the integration period.	Tender condition prevails.

General Manager (Elec.),
Customer Relation, BESCOM

12/09